

APPENDIX E – RFP No. 413019 Client Reference Form

INSTRUCTIONS FOR OFFEROR

The Offeror is solely responsible for obtaining **three (3)** fully completed reference questionnaires from clients for whom the Offeror has recently provided services substantially similar to the types proposed in this RFP, and must include them with their proposal. The Reference Score will be the average of all references submitted, and will be determined by adding the totals for all reference scores and dividing by three. To obtain and submit the completed reference questionnaires as required, follow the process detailed below:

- (1) Customize the reference evaluation form by adding the Offeror's name and make exact duplicates for completion by references.
- (2) Send the customized reference questionnaires to each person chosen to provide a reference along with a new standard #10 envelope.
- (3) Instruct the person that will provide a reference for the Offeror to:
 - a. complete the reference questionnaire;
 - b. sign and date the completed, reference questionnaire;
 - c. seal the completed, signed, and dated reference questionnaire within the envelope provided;
 - d. sign **his or her name in ink across the sealed portion of the envelope**; and
 - e. return the sealed envelope containing the completed reference questionnaire directly to the Offeror.
- (4) Do NOT open the sealed references upon receipt.
- (5) Enclose all sealed reference envelopes within a larger envelope labeled RFP No. 413019 Reference Forms to be submitted with your response.

NOTES:

- The State will not accept late references or references submitted by any other means. Each reference questionnaire submitted must be completed as required.
- The State will not accept or review more than the 3 references requested.
- References will be contacted to verify the accuracy of the information submitted and the client identity.
- The State reserves the right to use any information or seek additional references deemed necessary to establish the ability of the Offeror to perform the conditions of the contract. Negative references may be grounds for proposal disqualification.
- DEQ is under no obligation to clarify any reference information.

Client References must be included with the Offeror's Proposal. Proposals must be received at the reception desk of the DEQ Office of Financial Services prior to 3:00 p.m., Mountain Time, December 16, 2013. References received after this time will not be accepted for consideration. The Offeror may wish to give each reference a deadline to ensure that the required references are received in time to be included with the response.

CLIENT REFERENCE FORM**for RFP #413019**

The Offeror is solely responsible for obtaining completed reference forms as required and for enclosing the sealed reference envelopes with their response.

REFERENCE SUBJECT:**OFFEROR'S NAME:** _____(completed by Offeror prior to sending to Client Reference)

The Offeror specified above intends to submit a proposal to the State of Montana in response to RFP # 413019 for Laboratory Services Related to Investigation and Cleanup of State and Federal Superfund, Abandoned Mine, Petroleum Release Sites and Other Contaminants.

As a part of this proposal, the Offeror must include a number of completed and sealed reference evaluation forms (this form). Each individual responding to this reference questionnaire is asked to follow these instructions:

- Complete this questionnaire (either using the form provided or an exact duplicate of this document);
- Sign and date the completed questionnaire;
- Seal the completed, signed, and dated questionnaire in the new standard #10 envelope provided by the Offeror;
- Sign in ink across the sealed portion of the envelope; and
- Return the sealed envelope containing the completed questionnaire directly to the Offeror.

Please note: Reference Evaluation Forms must be included with the Offeror's response and received at the reception desk of the DEQ Office of Financial Services prior to **3:00 p.m., Mountain Time, December 16, 2013**. References received after this time will not be accepted for consideration. You will be contacted by DEQ staff after the deadline to verify the information submitted.

Your response will be scored as part of the Offeror's Proposal. A maximum of 120 points are available to the Offeror based on your ratings, and could affect whether Offeror is awarded a contract with the State of Montana.

Please provide the following information about the individual completing this reference questionnaire on behalf of the above-named Offeror.

Client Information	
Organization Name (Client):	Organization Address:
Person Providing the Reference:	Title:
Phone Number:	Email Address:
Reference Signature and Date:	
_____ Signature (must be the same as the signature across the envelope seal)	_____ Date

1. How long have you been using the services from the Offeror named above?

2. Please briefly describe your role with the services provided.

3. How would you rank Offeror's overall quality of work (including laboratory analyses and reporting)?

- 30 Superior
- 20 Excellent
- 10 Good
- 0 Poor

Pts_____

5. How would you rank Offeror's ability to meet turnaround times for reporting results of laboratory analyses?

- 10 Turnaround times are consistently met
- 5 Turnaround times are usually met
- 0 Turnaround times are not met

Pts_____

5. How would you rank Offeror's knowledge of, and ability to perform, analytical services in accordance with analytical methods and procedures set forth by the EPA or other associations or state or federal agencies?

- 30 Superior
- 20 Excellent
- 10 Good
- 0 Poor

Pts_____

6. Did Offeror complete requested laboratory analyses for agreed upon prices and / or within budgets?

- 10 yes
- 0 no

Pts_____

7. How would you describe Offeror's expertise and reliability in handling environmental samples and analyzing submitted samples for the parameters requested?

- 30 Superior
- 20 Excellent
- 10 Good
- 0 Poor

Pts_____

8. Would you use Offeror again?

- 10 yes
- 0 no

Pts_____

9. Other Comments

Total Score (To be completed by DEQ) _____